Issues with HostedSIMs

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Having issues with ESS Hosted SIMS?

Check SIMS Support Knowledge Database : SIMS Knowledge

How to Raise Issues with ESS Hosted SIMS:

Access Support Portal: SIMS Support

Visit the ESS Hosted SIMS support portal using the provided URL or by searching for it online.

Login or Register:

If you already have an account, log in using your credentials. If not, you may need to register for an account to access the support features.

Navigate to Support Section:

Once logged in, navigate to the support section or dashboard. This is typically where you can find options for raising issues or submitting support tickets.

Raise New Ticket:

Look for an option to "Raise New Ticket" or "Submit Support Ticket." Click on this option to initiate the process of raising a new support issue.

Provide Details:

In the support ticket form, provide as much detail as possible about the issue you are experiencing with ESS Hosted SIMS.

Include information such as:

Description of the problem/error message.

Steps to reproduce the issue (if applicable).

Any troubleshooting steps you've already taken.

Any relevant screenshots or attachments.

Select Priority Level:

Choose the appropriate priority level for your issue based on its impact and urgency. Priority levels typically range from low to critical.

Submit Ticket:

Once you have filled out all the necessary information, submit the ticket to ESS Hosted SIMS support team for review.

Contact IT Support: If none of the above steps resolve the issue, contact your IT support team for further assistance. They may need to perform additional troubleshooting or repairs to resolve the problem.